

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

## Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0062324	10. Budget Program Number 2910		Agency Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position)			
3. Division Economic and Employment Services (EES)			12. Proposed Class Title			
4. Section Economic and Employment Support	For  Use  By  Personnel	13. Allocation				
5. Unit Parsons		14. Effective Date				
6. Location (address where employee works)  City Parsons County LB		15. By	Approved			
7. (circle appropriate time) Full time Perm. Inter. Part time Temp. %	Office	16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time)  FROM: 8:00 AM To: 5:00 PM		17. Audit Date: By: Date: By:				
						Position Number

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)		
<b>Name</b>	<b>Title</b>	<b>Position Number</b>
Michael Dawes	Public Service Executive I	K0042000

Who evaluates the work of an incumbent in this position?

<b>Name</b>	<b>Title</b>	<b>Position Number</b>
Same as Above		

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Work is performed independently in accordance with federal and state rules. Review of program compliance is made periodically.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time	<p><b><u>PROFESSIONAL ATTITUDE:</u></b> While performing the tasks listed below, please remember that you are a representative of the Department for Children and Families, and you are expected to:</p> <p>*Demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance. For example, this could be other agency employees, community partners, landlords, state and community partners, and individuals and families seeking services from the agency;</p> <p>*Demonstrate an attitude of respect (i.e be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer, or return phone calls or emails within a reasonable period of time – as defined by your supervisor or program policy), process requests for service as quickly as possible;</p> <p>*Encourage individuals to identify and fulfill their own responsibilities;</p> <p>*Practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult customers;</p> <p>*Provide information and service to those seeking your assistance. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them.</p> <p><b>Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee of the East Region DCF.</b></p>
1. 40% E	<p><b><u>PROGRAM SUPERVISION</u></b></p> <p>Directs the work of an Economic and Employment Support unit in one or more counties. Recruits, selects, assigns and evaluates staff using personnel regulations and affirmative action guidelines. Establishes unit goals , objectives, priorities and internal procedures. Establishes priority outcomes with each staff member and provides regular feedback sessions on performance. Establishes unit procedures for timely information flow, including unit meetings, worker conferences, routing and discussion of policy materials, daily/weekly schedules and case staffing. Makes maximum use of existing staff by effective task assignments. Continually monitors staff knowledge of programs to identify and prioritize training needs. Participates in programs and management training and in work planning activities for the purpose of professional development.</p> <p>Provides professional leadership and role modeling for staff and customers through positive , professional attitudes, and conduct. Attends meetings and training sessions as required. Completes required reports and special projects in a timely and accurate manner.</p>
2. 30% E	<p><b><u>INTEGRATED SERVICE TEAM LEADERSHIP</u></b></p> <p>Provides oversight and leadership to an integrated service delivery team made up of staff, both on site and virtual, from all divisions of SRS. Facilitates teaming to assure client/family needs assessment is conducted in a holistic family centered manner and services are delivered in a coordinated manner which is consistent with identified needs and with the wrap around approach to service delivery. Facilitates cooperative positive relationships between team members, other integrated service teams, and with our community and contractual partners.</p>
3. 20% E	<p><b><u>PROGRAM DEVELOPMENT AND SERVICE DELIVERY</u></b></p> <p>Develops integrated service delivery at the local level, using team concepts and self-sufficiency philosophy. Coordinates service delivery with other local supervisors and staff. Provides feedback to Program Administrator on system, program and procedural changes needed to implement integrated services.</p> <p>Coordinates service delivery of Economic and Employment Support programs. Monitors responsiveness of service delivery in an accurate and timely manner, utilizing caseload and management reports, as well as supervisory case reviews. Develops targets and implements strategies for continuous quality improvement of service delivery. Assures Federal and State standards for work participation and other goals are met.</p> <p>Analyzes proposed program policy changes by considering their impact on customers and staff operations. Contributes to the development and modification of policy that is designed to meet the goals of the agency and the needs of the customer. Such contributions may include participation in a task or work group.</p>
4. 10% E	<p><b><u>COMMUNITY COLLABORATION/PUBLIC RELATIONS</u></b></p> <p>Develops and maintains positive working relationships with area governmental, private, and human service agencies, assuring effective inter and intra-agency communications and represents the agency to the public, providers, and customers in a professional and courteous manner. This may include occasional public speaking.</p> <p>Identifies service gaps and develops community resources to address customer needs, develops and oversees local provider service agreements, work experience site agreements and other interagency agreements for the delivery of EES services. Provides follow up and reports on these activities as needed. Recommends cancellation of agreements as appropriate after working with community providers to overcome problems related to service delivery.</p>

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
  - ( **X**) Plans, staffs, evaluates, and directs work of employees of a work unit.
  - ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

**Title**

**Position Number**

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23. Which statement best describes the results of error in action or decision of this employee?

- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.
- ( **X**) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- ( ) Major program failure, major property loss, or serious injury or incapacitation.
- ( ) Loss of life, disruption of operations of a major agency.

Please give examples.

**Failure to perform functions related to this position would cause financial and emotional hardships for clients and could result in the loss of Federal funds and/or other fiscal sanctions to the State of Kansas.**

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

**This position involves daily contact with agency customers, agency employees, other social service agencies, government officials, and the general public while directing, planning, and coordination the delivery of services. Daily dissemination of information regarding state and federal regulations as well as agency programs policies and procedures.**

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25. What hazards, risks or discomforts exist on the job or in the work environment?

**This position may encounter hostile, angry or upset people when dealing with issues of eligibility for assistance. Long periods of time may be spent on a computer and various computer systems. A high level of stress may exist in issues of participation and eligibility due to the limitations of the programs and resources to effectively resolve customer's need for help. Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset customers.**

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Daily use of the telephone system, personal computer, copy machine and calculator. Occasional use of fax machine, and state or

private vehicle.

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**PART III - To be completed by the department head or personnel office**

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27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

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Education or Training - Special or professional  
**A four year college degree is preferred.**

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License, certificates and registrations

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Special knowledge, skills and abilities

**These abilities and skills are necessary at entry: Ability to provide leadership in the development, administration of various human service programs. Ability to supervise, by participating in recruitment and selection of staff, then in planning, assigning and evaluating work of program staff. Ability to evaluate a variety of program specific information, draw logical conclusions, detect inconsistencies and noncompliance and develop solutions. Ability to communicate effectively orally and in writing by composing meaningful, concise and accurate reports and correspondence. Ability to read and understand medical and other reports, extract pertinent facts, and recall them with a minimum or review. Ability to consider special criteria, technical requirements, and handling procedures applicable in the adjudication of claims. Ability to use the Dictionary of Occupational Titles and related subject matter to identify claimants' jobs and to perform simple vocational analysis. Ability to maintain effective relationships with staff, community agencies, applicants/clients, co-workers and subordinates. Knowledge of program policies, rules, and regulations relating to human service assistance and human behaviors. Knowledge of principles involved in supervision, administration, interviewing and other information gathering and clinical assessment techniques. Knowledge of financial aid programs, community and social resources available to clients. Knowledge of principles and techniques for analyses, development and presentation of training. Knowledge of the functional limitations of physiological and psychological impairments. Knowledge of various social-economic, ethnic environmental factors and groups. Knowledge of the laws, rules, and regulations of disability programs.**

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Experience - Length in years and kind

**Six years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's program. Post-secondary education may be substituted for experience as determined relevant by the agency.**

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**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

**Significant time is spent either in customer contact, collateral contacts, or in documentation using paper and computer files. Customer contact, both internal and external, is either face-to-face or by telephone, but can also be via e-mail, fax or written correspondence. Extended periods of time may be spent imputing data into computer systems. Significant time is spent in determining customer eligibility for various programs or in updating the knowledge of EES HSS and support staff on changes in policy and/or procedures.**

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Signature of Employee

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Date

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Signature of Personnel Official

\_\_\_\_\_  
Date

**Approved:**

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Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Agency Head or  
Appointing Authority

\_\_\_\_\_  
Date